

### Abstract Of The Disclosure

A system for evaluating a customer concern is disclosed. The system includes a service station having a digital camera for capturing images of the customer concern, a reviewer unit for receiving the images from the service station to determine how to correct the customer concern and a communication network connecting the service station with the reviewer station for transmitting customer concern information including the images therebetween. The present invention provides real time review and response to a customer concern. Thus, customer satisfaction is increased and costs for processing customer concerns are reduced.